

Press Release

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Free Emailing of Documents Latest Service Added by Lake County Recorder

**New Service Will Save Increase Document Turn Around Time
While Saving Departmental Users Thousands**

For Further Information Contact:

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[Painesville, OH] – Times change. Technology improves. Methods of document procurement changes. In the end, users of the Lake County Recorder's office will benefit in the form of saving time, but in this elected official's eyes - more importantly money.

Technically speaking, change has arrived in the Lake County Recorder's office.

In June, Lake County Recorder Frank A. Suponcic formally began offering the service of emailing digital recorded documents. Digital images of documents filed in the Lake County Recorder's office date back to 1996. This week, Suponcic's office completed a public service announcement mailing to area attorneys, title companies and other frequent users in the Lake County area advising them of the new policies and procedures established for providing this service.

"We are all excited about the new system enhancements that now enable us to provide this service to those that use the Lake County Recorder's office," added Lake County Recorder Frank Suponcic.

“Previously, customers had to pay a state mandated fee of \$2 per page to have a copy of a document either mailed or faxed to them. To me, that was always considered highway robbery. One of our inter office goals was to implement a secure method to provide our digital documents to users in a more cost effective manner while maintaining complete document image security that would protect the personal information of Lake County residents that may be contained on a recorded document.”

It is no secret that Suponcic has long been an advocate on cautiously protecting public records, and information contained on them, from falling into criminal hands. He is one of nearly 60 Ohio Recorders that refuse to place recorded document images on the internet.

The former process of requesting a public record cost the user an excessive amount of money for such a simple procedure. “With emailing now available, documents will be available not only cheaper – but likely even quicker,” Suponcic added. Suponcic’s implementation of this new procedure equates to now providing recorded documents to taxpayers for **FREE**. “It is hard to argue that free is a bad price,” joked Suponcic.

Late last year, Suponcic’s office upgraded all computer hardware as well as the proprietary recording software that is used internally. Once “bugs” were worked out of the system, and it was determined to be operating efficiently, the office was able to begin implementing the next step and that was to establish emailing procedures as well as train all staff on fulfilling the expected increase in requests for an emailed version of an electronic document image.

The office now has an established formal public records request process and the office staff has all been instructed on the proper office protocol to address such requests.

Suponcic has established two ways to request digital documents: 1) by phone and 2) by email.

By Phone: (440) 350-2010 is a newly established 24 hour document request line.

By Email: publicrecords@lakecountyohio.gov

When requesting a document to be emailed users are reminded to be sure to include the following: the document number, the party name on the document, the type of document, a telephone number and contact name should the office need to clarify an issue, and of course the email address.

Requests for documents to be e-mailed will be treated as a public record request and will be addressed in a reasonable amount of time as permitted by the Ohio Revised Code.

“Reasonable” should not be misconstrued to mean “immediate”. “In most cases it will be the same day,” added Suponic, “but document turn around time will all be dictated by the volume of requests.”

All public records requests will be handled in the order that they are received. The office has established an internal and formal public records request process and the office staff have been instructed on the proper office protocol to address such requests. In addition, all document requests will be dated, documented, and retained.

Any public records request for a document prior to 1996 can still be provided in a hard copy format or faxed at the cost of \$2 per page as required by the Ohio Revised Code. Such funds must be paid in advance, or at the time service is rendered, as required by the Ohio Revised Code.

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